

Susan Adele Huizenga

*a seasoned SBA
(Senior Business Analyst)
who recognizes the
importance of customer service and
the accuracy it demands... excels in
achieving outstanding bottom-line results...
stands out
at developing creative solutions to
challenging problems and initiates fresh
ideas.*

*alert to new
opportunities, techniques and
approaches... extremely innovative under
adverse conditions... handles work of the
most complex nature.*

*extremely dedicated... gives
maximum effort and anticipates emerging
opportunities.*

Recognized for 25 years of Service by
Donald Mantovani
Director, Systems Delivery Center
Anthem East/Wellpoint, Inc.

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Wallingford, CT 06492

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PROFILE

Deploying questions, tools and ideas in response to the daily challenges of business and community organizations - I collaborate with others to identify root causes, probable solutions, and implement new or improved processes or programs. Bottom-line: I help solve problems and create things working with others.

EDUCATION

2004, MS e-Media, Quinnipiac University
1978, MS Behavioral Research (Qualitative Methods: Survey Design & Policy Research), Southern Connecticut State University
1975, BA English/Sociology, Southern Connecticut State University

CERTIFICATIONS:

2004: Business Systems Analyst, University Colorado
2003: Instructional Technologies, Quinnipiac University
2002: Video Production CEU, University Alabama
1984: New Haven Chamber of Commerce Board Member Training
1982-3: Health Policy Process—US Dept. Health
1980: Robert Nolan Company Methods Analyst I & II

WORK EXPERIENCE

Wellpoint, Inc. (Anthem Blue Cross and Blue Shield of CT)

1998 – Present: **Senior Business Analyst/** Team Lead
Liaison for core systems and e-business development and regional mergers. Developed Uniform Data and Design platform for ID card Production converging over 800 ID cards into one format concurrent with migration of regional data.

1991 – 1998: Senior Analyst Systems Development
Production Support: Enrollment Systems and related interfaces. Equipment and Software analysis. Development of Customer Data submission/reporting portals.

1985 – 1990: Business Analyst/Project Lead
Product Development & Customer Service Initiatives which required cross functional content & system analysis skills. Key contributor new product launch.

1982 -1985: Reimbursement Analyst/Project Lead
Reimbursement & Contracting Projects in Provider Affairs Division

1980 -1982: Methods & Procedures Analyst
Developed administrative workflows for CMS and Blue Cross merger.
Focus: Identify and document cross-functional opportunities or 'best practices'
\$280,000 of unplanned savings in initial 6 months.

1975-78, Second New Haven Bank (Fleet)
Part-time Bank teller to Full-time Methods Analyst

VOLUNTEER WORK

Positions on several community boards in the area of Criminal Justice, Housing, Health, Arts and Community Television including but not limited to:
Chairman Comcast Cable Advisory Branford Franchise (2003-5)
Chairperson: Totoket TV North Branford, CT (1990-1993)
Foster Parent for disabled and/or dysfunctional children (1986-1993)
Birthcenter of New Haven (1984-1985)
President: New Haven League of Woman Voters (1984-1989)
VISTA Department of Corrections/SCCSB Police Leadership (1978-79)

RECENT ACHIEVEMENTS

Organizer:

1999-2002 National Performance Poetry Team & Diversity Awareness Tour

Contributor:

2002-2005 Diversity Council , Knowledge Management Team - Anthem East

E-Media Production Awards:

2004 1st Place _ Web Site Design, NE Alliance for Community Media

2003 NE Alliance for Community Media Awards: 1st Place Culture & Diversity

2002 National Alliance for Community Media Awards: 1st Place Innovative

2000, 2002 Master of Show ATT Community Access Producers Award